



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

Pass EXIN EX0-103 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4lead.com/EX0-103.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

It is essential that an owner at senior level has overall responsibility for Service Management. Which of the statements below is a best practice?

- A. A senior responsible owner should be assigned as chairman of the Change Advisory Board(CAB).
- B. A senior responsible owner should handle all customer complaints to be able to improve customer satisfaction.
- C. A senior responsible owner should ensure resourcing for service improvement activities.
- D. A senior responsible owner should have responsibility for Customer Relationship Management.

Correct Answer: C

QUESTION 2

While planning for service improvements, what is an important best practice to consider?

- A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.
- B. The progress of service improvement should be discussed at least weekly in the steering committee.
- C. The progress should be monitored closely by an independent project manager to maintain objectivity.
- D. The service improvement targets should not change until the target is reached, or else no consistency is maintained.

Correct Answer: A

QUESTION 3

What is a shared concept of both ISO/IEC 27001 and ISO/IEC 20000?

- A. Capacity Management
- B. Incident Management
- C. Information Security Management
- D. Release Management

Correct Answer: C

QUESTION 4

The Plan-Do-Check-Act (PDCA) methodology can be applied to all ISO/IEC 20000 processes. What does the Act phase of this methodology cover?

- A. establishing the objectives and processes necessary to deliver results in accordance with Customer requirements



and the organization's policies

B. implementation of the processes

C. monitoring and measuring processes and services and reporting the results

D. taking the necessary actions to continually improve process performance

Correct Answer: D

QUESTION 5

Which of the following is used for the assessment of maturity of organizations?

A. CMMI

B. CobITTM

C. ITIL

D. MOF

Correct Answer: A

[EX0-103 Study Guide](#)

[EX0-103 Exam Questions](#)

[EX0-103 Braindumps](#)



To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

100% Guaranteed Success

100% Money Back Guarantee

365 Days Free Update

Instant Download After Purchase

24x7 Customer Support

Average 99.9% Success Rate

More than 800,000 Satisfied Customers Worldwide

Multi-Platform capabilities - [Windows](#), [Mac](#), [Android](#), [iPhone](#), [iPod](#), [iPad](#), [Kindle](#)

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications. You can view Vendor list of All Certification Exams offered:

<https://www.pass4lead.com/allproducts>

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 <p>One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p>Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p>Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © pass4lead, All Rights Reserved.